

Robocall Mitigation Program Description

Chapal Inc. originates outbound voice calls solely on behalf of its own business operations and does not provide voice services to third parties, resell call traffic, or carry third-party voice traffic. Network interconnection to the U.S. Public Switched Telephone Network (PSTN) and call authentication are provided by an upstream U.S. voice service provider.

Customer and Call Authorization Controls:

Outbound calling is restricted to authorized business purposes. Calling activity is controlled internally and limited to use by authorized personnel and systems. Telephone numbers used for outbound calling are obtained through and assigned by our upstream voice service provider and are used only by us.

Monitoring and Enforcement:

Outbound call activity is monitored for abnormal or unauthorized usage patterns. We take prompt action, including suspension of calling activity, if any unlawful, abusive, or unauthorized calling is identified.

Traceback Cooperation:

We commit to respond fully and within 24 hours to all traceback requests from the Federal Communications Commission, law enforcement agencies, and the Industry Traceback Group, and to cooperate in investigating and stopping any illegal robocall activity.

Ongoing Compliance:

We cooperate with government agencies, upstream providers, and industry groups in efforts to investigate and prevent illegal robocalls and review our calling practices periodically to ensure ongoing compliance with applicable laws and regulations.

STIR/SHAKEN Status:

We are a non-facilities-based voice service provider that does not implement the STIR/SHAKEN authentication framework and therefore do not have a STIR/SHAKEN implementation obligation. All outbound calls originated by us are authenticated, as applicable, by our upstream U.S. voice service provider, which holds the necessary network access and STIR/SHAKEN certifications.